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Duke, Daphne

From: Laurie Murphy [lmurphy@hotwirecommunication.com]
Sent: Thursday, January 07, 2010 5:03 PM
To: CLECreport
Subject: 4th Quarter 2009 "SCPSC CLEC -- Quarterly Service Quality Report" for Hotwire Communications, Ltd.
Attachments: SQR 4thQ 2009.pdf

TO: South Carolina Public Service Commission

Attached you will find **Hotwire Communications, Ltd.'s** ("Hotwire") "**SCPSC CLEC -- Quarterly Service Quality Report**" for **4th Quarter 2009**.

Hotwire's South Carolina CLEC operations did not have any voice-grade access lines in use during that period and has no service issues to report. (Hotwire has approximately 6 VoIP customers in South Carolina at this time.)

Please do not hesitate to contact me if you have any questions.

Best regards,

Laurie M. Murphy

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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA CLEC OPERATIONS

COMPANY NAME: Hotwire Communications, Ltd

QUARTER / YEAR: 4th Quarter / 2009

<u>Month:</u>	<u>October</u>	<u>November</u>	<u>December</u>
Number of Customer Access Lines	-0-	-0-	-0-
Trouble Reports / Access Line (%)	-0-	-0-	-0-
Customer Out of Service Clearing Times (%)	100%	100%	100%
New Installs Completed w/in 5 Days (%)	100%	100%	100%
Commitments Fulfilled (%)	100%	100%	100%

Comments / Explanations: No service issues 4th Quarter 2009.

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